

PATENT  
75.0001

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Andy Lee et al.

Serial No: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM  
FOR CUSTOMER SERVICE AND  
SUPPORT MANAGEMENT

Examiner: J. Corrielus

Art Unit: 2172

RECEIVED  
CENTRAL FAX CENTER

SEP 17 2004

## PETITION FOR EXTENSION OF TIME

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F.R. § 1.136, applicant respectfully petitions the Commissioner for a one-month extension of time, extending from August 17, 2004 to September 17, 2004 the period for response to the Office Action dated May 17, 2004. The responsive papers are enclosed.

Respectfully submitted,

Dated: September 17, 2004By: Richard K. Yoon  
Richard K. Yoon  
Reg. No. 42,247

I hereby certify that this correspondence is being facsimile transmitted to the  
United States Patent and Trademark Office Fax No. (703) 872-9306:

<u>9/17/04</u>	<u>Richard Yoon, 42,247</u>	<u>Richard Yoon</u>	<u>9/17/04</u>
Date of facsimile	Applicant, Assignee, or Registered Re.	Signature	Date

09/20/2004 MAHMEI 00000026 09826121

1

01 FC:1251

110.00 0P